

## PEOPLE'S EXPERIENCE - CARING

### KEY QUESTION:

CARING

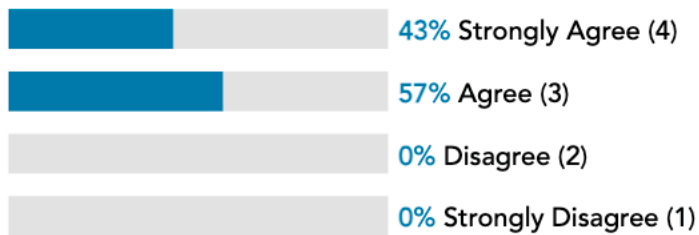
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

KINDNESS, COMPASSION AND  
DIGNITY

**Question:** Staff are kind, compassionate and empathetic towards me...



Care Research Analysis: The results of this question are Good with an average score of 3.4. 57% of respondents selected "Agree" and 43% selected "Strongly Agree" for this question. Resident respondents scored 3.4 while Family respondents scored 4.

### RESPONDENT COMMENTS:

<p>“ They try to please her in any way that they can. ”</p> <p>family</p>	<p>“ They are very kind towards me. ”</p> <p>resident</p>	<p>“ They are wonderful. ”</p> <p>resident</p>
<p>“ Always ”</p> <p>resident</p>	<p>“ Yes, they are. ”</p> <p>resident</p>	<p>“ Very kind. ”</p> <p>resident</p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

### KEY QUESTION:

CARING

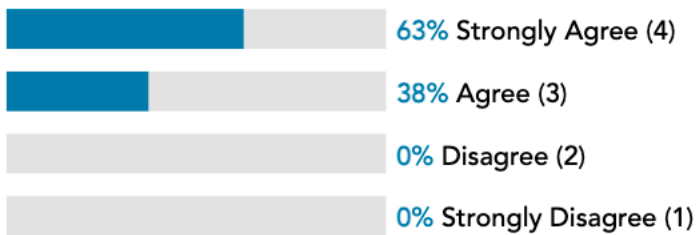
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

KINDNESS, COMPASSION AND  
DIGNITY

**Question:** Staff treat me with dignity and respect...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 38% of respondents selected "Agree" and 63% selected "Strongly Agree" for this question. Resident respondents scored 3.6 while Family respondents scored 4.

### RESPONDENT COMMENTS:

“ They all know her well, since she has been there for over 3 years. ”

family

“ Yes they do. ”

resident

“ Everyone is very kind and caring. ”

resident

“ Always ”

resident

“ Yes - strongly. ”

resident

“ All the time. ”

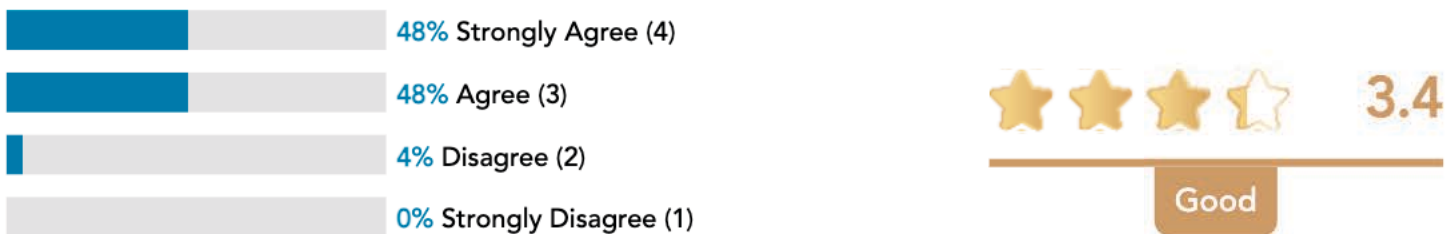
resident

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	TREATING PEOPLE AS INDIVIDUALS

**Question:** My care is delivered in a way that suits me and that meets my needs...



Care Research Analysis: The results of this question are Good with an average score of 3.4. 48% of respondents selected "Agree" and 48% selected "Strongly Agree" for this question. Resident respondents scored 3.4 while Family respondents scored 0.

### RESPONDENT COMMENTS:

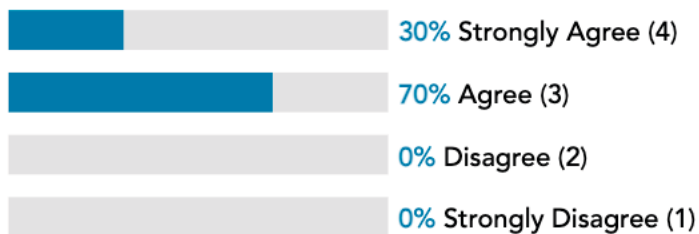
<p>“ Staff look after me well. ”</p> <p><i>resident</i></p>	<p>“ Yes, definitely. ”</p> <p><i>resident</i></p>	<p>“ Staff encourage me to do more. ”</p> <p><i>resident</i></p>
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SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	INDEPENDENCE, CHOICE AND CONTROL

**Question:** I am supported to be independent and make choices about the care I receive...



Care Research Analysis: The results of this question are Good with an average score of 3.3. 70% of respondents selected "Agree" and 30% selected "Strongly Agree" for this question. Resident respondents scored 3.3 while Family respondents scored 4.

### RESPONDENT COMMENTS:

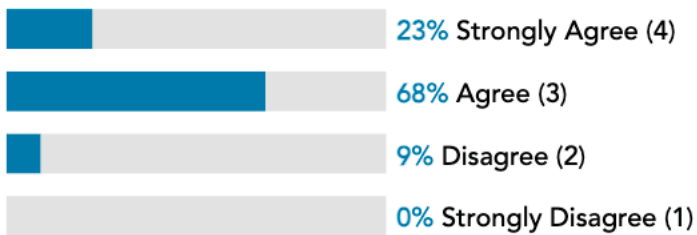
<p>“ They help when she asks but leave her to do what she wants. ”</p> <p>family</p>	<p>“ Yes, I make most of my day to day choices. ”</p> <p>resident</p>	<p>“ Yes, I get to choose what I like to do. ”</p> <p>resident</p>
<p>“ Staff give me the courage to do things by myself. ”</p> <p>resident</p>	<p>“ Yes, definitely. ”</p> <p>resident</p>	<p>“ Daily. ”</p> <p>resident</p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	INVOLVING PEOPLE TO MANAGE RISKS

**Question:** I am involved and consulted in decisions around managing risks...



Care Research Analysis: The results of this question are Good with an average score of 3.1. 68% of respondents selected "Agree" and 23% selected "Strongly Agree" for this question. Resident respondents scored 3.1 while Family respondents scored 4.

### RESPONDENT COMMENTS:

<p>“ If there are any changes, they always ask me. ”</p> <p><i>family</i></p>	<p>“ They do, if necessary. ”</p> <p><i>resident</i></p>	<p>“ My daughter relays all the messages to the staff. ”</p> <p><i>resident</i></p>
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SERVICE RESPONSE:



## PEOPLE'S EXPERIENCE - SAFE

### KEY QUESTION:

SAFE

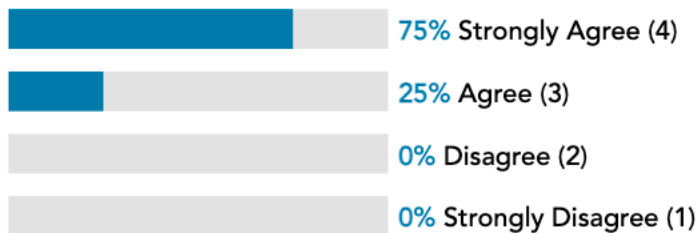
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

SAFE ENVIRONMENTS

**Question:** I feel safe in the home...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 25% of respondents selected "Agree" and 75% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.

### RESPONDENT COMMENTS:

“ My mum feels safe now since she is settled there. ”

family

“ Staff are so good. ”

resident

“ Staff and people around look after me. ”

resident

“ Yes, at all times. ”

resident

“ I have always been a bit cautious, but thankfully they have relieved me of it. ”

resident

“ Very. ”

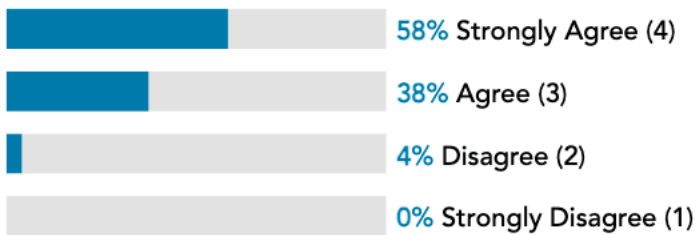
resident

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	SAFE AND EFFECTIVE STAFFING

**Question:** There are enough care staff to support me effectively...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 38% of respondents selected "Agree" and 58% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 4.

### RESPONDENT COMMENTS:

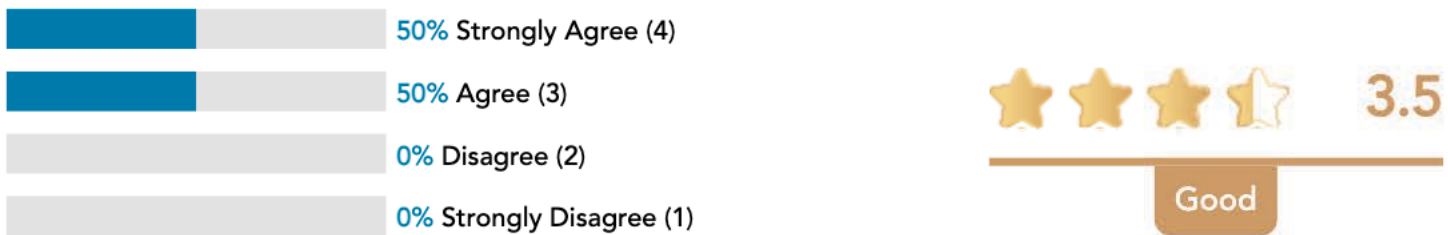
<p>“ They all seem to be doing their best to look after her. ”</p> <p>family</p>	<p>“ There are plenty of them. ”</p> <p>resident</p>	<p>“ Yes, there is. ”</p> <p>resident</p>
<p>“ Yes, there is enough staff available to support my needs. ”</p> <p>resident</p>	<p>“ Yes, staff are always available to support me. ”</p> <p>resident</p>	<p>“ We have enough. ”</p> <p>resident</p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	SAFE AND EFFECTIVE STAFFING

**Question:** Care staff are competent and keep me safe...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 50% of respondents selected "Agree" and 50% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.

### RESPONDENT COMMENTS:

<p>“ They do seem to be aware of what needs to be done. ”</p> <p>family</p>	<p>“ Yes, they do try their best. ”</p> <p>resident</p>	<p>“ Yes ”</p> <p>resident</p>
<p>“ Always friendly. ”</p> <p>resident</p>	<p>“ They look after me. ”</p> <p>resident</p>	<p>“ Thankfully, yes. ”</p> <p>resident</p>

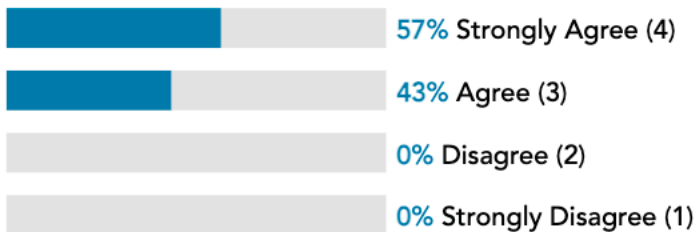
**SERVICE RESPONSE:**



## PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	SAFEGUARDING

**Question:** The home would listen and respond quickly if I had concerns for my safety or other people's safety...



Care Research Analysis: The results of this question are Good with an average score of 3.6. 43% of respondents selected "Agree" and 57% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 4.

### RESPONDENT COMMENTS:

<p>“ They have tried to cater to my mum's needs. ”</p> <p>family</p>	<p>“ Yes 100% they will listen to my concerns. ”</p> <p>resident</p>	<p>“ Yes, they will. ”</p> <p>resident</p>
<p>“ Yes they will and I am confident. ”</p> <p>resident</p>	<p>“ I am sure they would. ”</p> <p>resident</p>	

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - RESPONSIVE

### KEY QUESTION:

RESPONSIVE

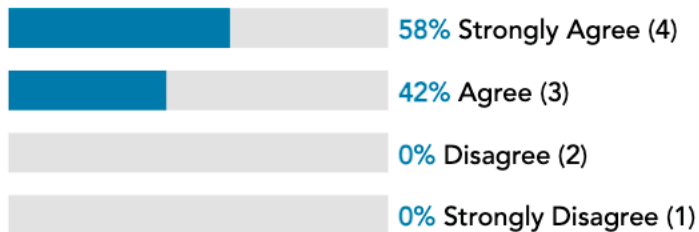
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

EQUITY IN EXPERIENCES AND  
OUTCOMES

**Question:** I am treated fairly. If I reported discrimination the service would respond appropriately...



Care Research Analysis: The results of this question are Good with an average score of 3.6. 42% of respondents selected "Agree" and 58% selected "Strongly Agree" for this question. Resident respondents scored 3.6 while Family respondents scored 3.

### RESPONDENT COMMENTS:

“ They do their best if and when there are any problems. ”

family

“ None at all, I am treated equally. ”

resident

“ No discrimination at all. ”

resident

“ Yes, I am treated fairly and there is no discrimination. ”

resident

“ Of course I am treated fairly. ”

resident

“ yes ”

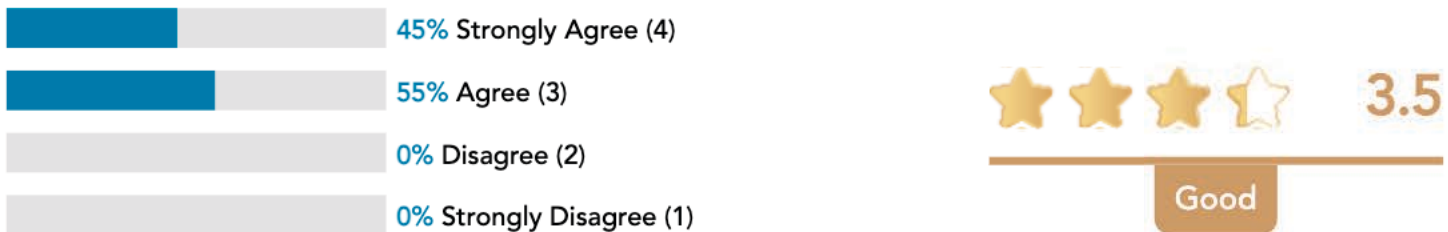
resident

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
WELL-LED	PEOPLE'S EXPERIENCE	PARTNERSHIPS AND COMMUNITIES

**Question:** The service works effectively with other organisations that support me...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 55% of respondents selected "Agree" and 45% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.

### RESPONDENT COMMENTS:

“ The called the doctor & other services, between them they have sorted everything. ”

*family*

“ Yes they do, I get to see my gp every week. ”

*resident*

“ Yes ”

*resident*

“ If we have any concerns, we do a referral to appropriate health professional. ”

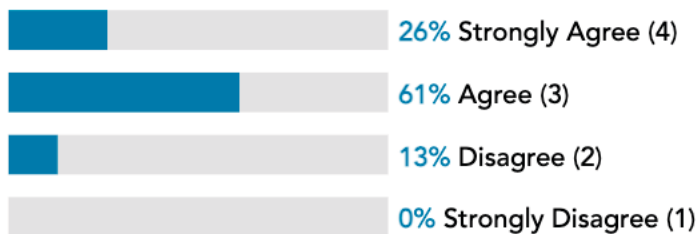
*resident*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - EFFECTIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
EFFECTIVE	PEOPLE'S EXPERIENCE	ASSESSING NEEDS

**Question:** My needs are assessed effectively and care plans are kept up to date...



Care Research Analysis: The results of this question are Good with an average score of 3.1. 61% of respondents selected "Agree" and 26% selected "Strongly Agree" for this question. Resident respondents scored 3.1 while Family respondents scored 3.

### RESPONDENT COMMENTS:

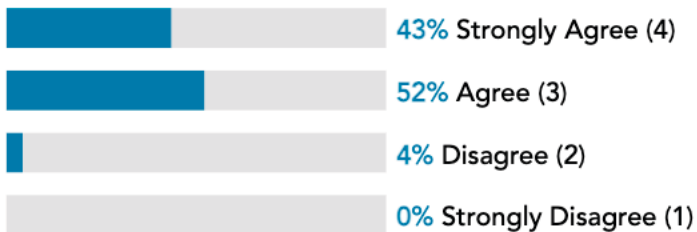
<p>“ Yes, I believe so. ”</p> <p><i>resident</i></p>	<p>“ Yes, I am involved in my care plan. ”</p> <p><i>resident</i></p>	<p>“ yes ”</p> <p><i>resident</i></p>
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### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - EFFECTIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
EFFECTIVE	PEOPLE'S EXPERIENCE	SUPPORTING PEOPLE TO LIVE HEALTHIER LIVES

**Question:** I am supported to manage my health and wellbeing and make healthy choices...



Care Research Analysis: The results of this question are Good with an average score of 3.4. 52% of respondents selected "Agree" and 43% selected "Strongly Agree" for this question. Resident respondents scored 3.4 while Family respondents scored 0.

### RESPONDENT COMMENTS:

“ Yes ”

resident

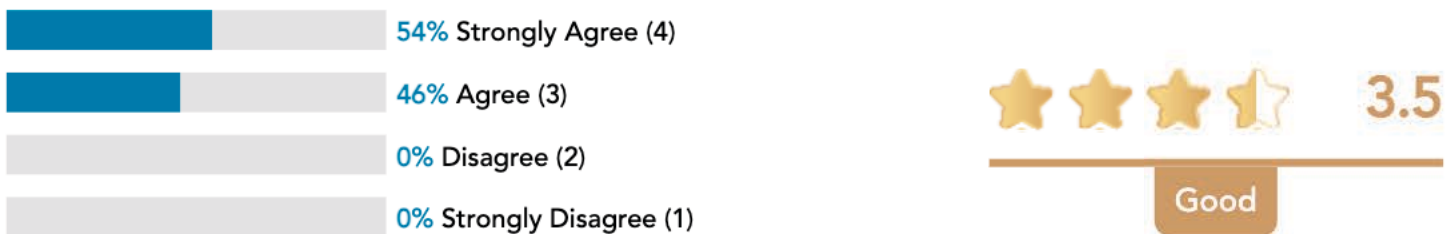
### SERVICE RESPONSE:



## PEOPLE'S EXPERIENCE - EFFECTIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
EFFECTIVE	PEOPLE'S EXPERIENCE	MONITORING AND IMPROVING OUTCOMES

**Question:** The care I receive has a positive impact upon my life and care quality continues to improve...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 46% of respondents selected "Agree" and 54% selected "Strongly Agree" for this question. Resident respondents scored 3.6 while Family respondents scored 3.

### RESPONDENT COMMENTS:

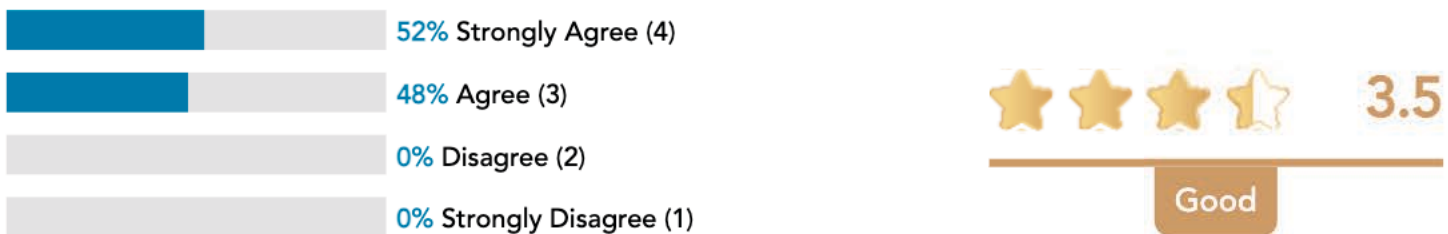
<p>“ Yes, she is doing well. ”</p> <p><i>family</i></p>	<p>“ Yes, definitely. ”</p> <p><i>resident</i></p>	<p>“ Yes, it does. ”</p> <p><i>resident</i></p>
<p>“ I am very well looked after. ”</p> <p><i>resident</i></p>	<p>“ Yes, I am well looked after here. ”</p> <p><i>resident</i></p>	<p>“ I am very happy here, from day one. ”</p> <p><i>resident</i></p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - EFFECTIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
EFFECTIVE	PEOPLE'S EXPERIENCE	CONSENT TO CARE AND TREATMENT

**Question:** Care staff ask for my consent when providing care and ensure I understand the care being delivered...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 48% of respondents selected "Agree" and 52% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 0.

### RESPONDENT COMMENTS:

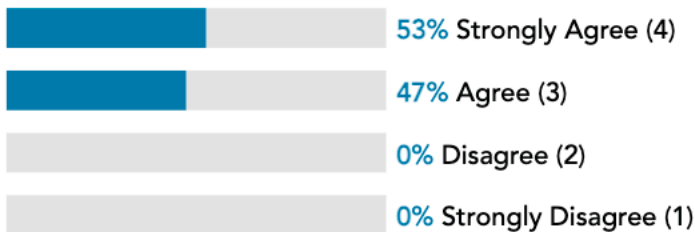
<p>“ Yes, they do. ”</p> <p><i>resident</i></p>	<p>“ Yes, they always take my permission. ”</p> <p><i>resident</i></p>	<p>“ yes ”</p> <p><i>resident</i></p>
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SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
WELL-LED	PEOPLE'S EXPERIENCE	PARTNERSHIPS AND COMMUNITIES

**Question:** The home effectively collaborates with external healthcare services to meet my healthcare needs...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 47% of respondents selected "Agree" and 53% selected "Strongly Agree" for this question. Resident respondents scored 3.6 while Family respondents scored 3.

### RESPONDENT COMMENTS:

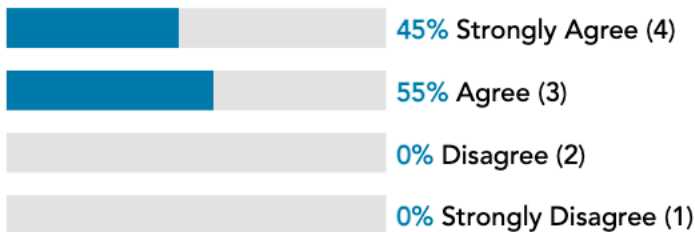
<p>“ Yes ”</p> <p>family</p>	<p>“ Yes ”</p> <p>resident</p>	<p>“ I get to see my GP and attend all hospital appointments. ”</p> <p>resident</p>
<p>“ I'm involved throughout. ”</p> <p>resident</p>	<p>“ In-house doctor visits every Thursday. If I have any concerns I will let her know. ”</p> <p>resident</p>	

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
WELL-LED	PEOPLE'S EXPERIENCE	CAPABLE, COMPASSIONATE AND INCLUSIVE LEADERS

**Question:** I feel that the management teams listens to and addresses my concerns promptly...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 55% of respondents selected "Agree" and 45% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.

### RESPONDENT COMMENTS:

“ Yes ”

family

“ I regularly have a chat with home manager. ”

resident

“ Always ”

resident

“ Well, I am sure they would if I had any concerns, but I don't have any. ”

resident

### SERVICE RESPONSE: